

Communication Update

To: Mayor and Members of City Council

Committee Date: September 2, 2026

Subject/Report No.: Fall 2026 Service Level Impacts HSR2602

Ward(s) Affected: City Wide

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Signature:



The purpose of this Communication Update is to advise Council of a temporary impact to HSR vehicle availability that will result in trip reductions on select routes, starting on September 8, 2026. Vehicle availability is expected to improve daily, with the service disruption projected to be resolved by September 14, 2026.

Summary

This Communication Update informs Council of a temporary parts supply challenge, resulting in impacts to HSR vehicle availability and anticipated temporary reductions in scheduled trips, effective September 8, 2026 and projected to be resolved by September 14, 2026.

- Challenges affecting the timing of parts procurement and therefore the delivery have resulted in a shortage of components required for transit vehicle maintenance and repairs, reducing the number of buses currently available for service.
- The number of buses required for scheduled service will increase with the return to regular service in September, with the full impact of the current vehicle shortage expected on Tuesday, September 8, the first day of fall weekday service.
- Temporary reductions in scheduled trips are expected on several routes, resulting in reduced service frequency and longer wait times. All routes will continue to operate, with

impacts expected to decrease as repairs are completed and more buses become available for service.

- HSR, Purchasing and other corporate partners are working collaboratively to address current challenges, restore vehicle availability and identify opportunities to strengthen processes and reduce the likelihood of similar impacts in the future.
- Collaboration with ATU 107 and the efforts of Maintenance and Operations staff have been critical in minimizing service impacts and adapting to changing service needs.

Background

Safety is HSR's top priority, and proactive vehicle maintenance and timely repairs are essential to providing a safe and reliable transit experience for everyone.

HSR uses a just-in-time strategy to support efficient inventory management, responsible use of budget and available storage capacity. When parts are delayed or unavailable, repairs can take longer to complete, affecting the number of buses available for service.

Recent delays in purchase order processing have affected HSR's ability to order the parts needed to maintain and repair buses required for service.

Details

Recent purchase order processing delays have resulted in more buses than usual being temporarily unavailable while awaiting parts and repairs. The impact on service will become more significant as HSR transitions from the summer schedule to regular fall service, when more buses are required to deliver scheduled service.

Effective Tuesday, September 8 (the first day of fall weekday service), the number of buses required to deliver scheduled service increases by 13.2 per cent compared with the summer service period. HSR requires 250 buses to support weekday service during the PM peak period. Based on September 3, 2026 bus availability, service would be short by 25 buses.

As of August 24, HSR has started to receive parts, allowing maintenance staff to complete maintenance and repairs that were delayed and return buses to service. Additional parts are expected to arrive as vendors process our orders.

To minimize service disruptions for customers, temporary reductions in scheduled trips will be spread across weekdays and different times of day, with routes operating most frequently prioritized for reductions. Trip reductions will focus on higher-frequency routes to minimize customer impacts and limit increases to wait times. Given the timing, maintaining service that supports school travel has also been a key priority.

Routes that may experience reductions include Route 2 Barton, Route 20 A-Line Express, Route 22 Upper Ottawa, Route 25 Upper Wentworth, Route 33 Sanatorium, Route 44 Rymal and Route 51 University. Should the issue not resolve as quickly as anticipated, other routes may also be impacted.

Cooperation from ATU 107 and efforts of HSR staff on both the Maintenance and Operations side has been critical in mitigating the impacts and are valued and appreciated. Staff dedication and commitment to provide outstanding service to customers is what drives Maintenance and Operations to repair vehicles, increase bus availability and adapt to the daily changes in service.

This service disruption is expected to decrease daily and is projected to be resolved by September 14, 2026.

Next Steps

HSR will take the following steps to support customers and mitigate disruptions:

- Fleet Maintenance staff will prioritize outstanding maintenance and repairs, including working additional hours and overtime, to return vehicles to service as quickly as possible.
- Provide customers with real-time bus arrival information and route-specific GTFS service alerts through third-party trip-planning apps, supported by a general service advisory on hamilton.ca/HSR and HSR's social media channels.
- HSR, Purchasing and other corporate partners will continue working together to review current processes, improve coordination and ensure operational requirements are supported in a timely manner while maintaining compliance with applicable policies and procedures.

Appendices and Schedules Attached

n/a